

## KEY FACTS

Thank you for your interest in Bethany House. We know that this is an important and sometimes daunting time, so we're available to discuss any questions in more detail.

### The home

Our purpose-built home is situated in its own grounds and all facilities are at ground level. There are 26 furnished single bedrooms, including 13 with en-suite facilities. We provide 24-hour residential and personal care to people over the age of 65. We are not registered as a nursing care provider, but we are supported by community district nurses and other medical professionals to meet your individual health needs. At our last inspection, the Care Quality Commission rating was 'good'. You can see a copy of the inspection report at [www.cqc.org.uk](http://www.cqc.org.uk) or ask us for a copy. Bethany House has a Christian ethos and we aim to enable residents to follow their faith in the home.

### Facilities and services

Each bedroom includes a single bed (with bed linen and towels), an easy chair, an over-bed table, drawers (including lockable) and a wardrobe. Rooms are fitted with carpet, curtains/blinds, overhead/bedside lighting, a mirror, 2 accessible double electric sockets, wash basin, TV point and 24-hour call system. Keys are available to the room and lockable drawer. En-suite rooms also have a toilet. Each wing has a shower or bathroom. Communal areas include two lounges, one with a TV and one suitable as a quiet room to see visitors, dining room, outdoor patio and gardens. An active lifestyle is encouraged with in-house activities, trips out and visits from e.g. entertainers and groups of children. There are regular Christian meetings and pastoral care. Residents of any faith or none can be helped to access spiritual support in their own tradition.

### Staffing

We are proud of our experienced and well-trained staff team. Our staffing levels are linked to the combined total of the needs of all those choosing to live within the home. The volume of staffing within the building at any given time will fluctuate both in line with the needs of the individuals whom we are supporting and the time of day/night. We draw upon the skills and experience of a number of different teams including, our qualified senior carers, care team, activity workers, housekeeper, maintenance and administration, all of whom are supported by our registered manager who in turn is supported by the trustees of Preston Bethany Care, the Christian charity that operates the home. Our teams are further supported by our 24-hour call bell system and associated assisted technology that is in place throughout the home.

### Fees and charges

We accept self-funding and state-funded residents. Where self-funding residents are not able to sign the residency agreement themselves, the person signing must have authorisation to act on the resident's behalf, such as a Lasting Power of Attorney, or agree to act as a guarantor of the fees due. Weekly fees include accommodation, lighting, heating, hot water, internet, telephone access (excluding long-distance calls), food, housekeeping, laundry (excluding dry cleaning), recreational activities (excluding outings) and all necessary personal care normally required by a resident of a residential care home. We review our fees annually to ensure we can continue providing a high standard of care. In addition, if a resident's needs change significantly, we will review the fees. Details are in our leaflet 'further information about fees'.

Weekly fees for self-funding residents from 1 April 2024		
Standard room	£970 per week	<i>Prices quoted are for guidance only. All prices are subject to an individual care needs assessment and the type of room and services chosen. Fees are payable four-weekly in advance. (The first payment is due one week before moving in).</i>
En-suite room	£1085 per week	

We will help to arrange transport for medical appointments. We reserve the right to charge for staff time at £20 per hour (plus 50% at weekends/bank holidays) and transport costs. Charges for optional outings will be published in advance.

**You will be directly responsible for the purchase of any additional personal goods and services such as:** non-menu foods, clothing, dry cleaning, hairdressing, newspapers, non-prescription medicine, stationery, taxis, toilet requisites (of a personal choice nature), chiropody, continence materials\*, dentistry\*, installation of private telephone line/cable TV, speech therapy\*, hearing aids\*, physiotherapy\*, prescription medicines\*, specialised equipment\*. **Items marked \* are normally available from the NHS without charge.** The list is not exhaustive and gives typical examples.